

DOCKET SECTION

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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POSTAL RATE AND FEE CHANGES, 1997

POSTAL RATE
OFFICE OF THE SECRETARY

Docket No. R97-1

RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS NEEDHAM TO INTERROGATORY OF
DAVID B. POPKIN
REDIRECTED FROM THE POSTAL SERVICE
(DBP/USPS-101)

The United States Postal Service hereby provides the response of witness Needham to the following interrogatory of David B. Popkin: DBP/USPS-101, filed on November 24, 1997, and redirected from the Postal Service.

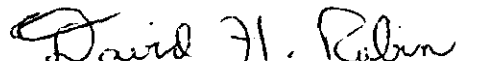
The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


David H. Rubin

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Washington, D.C. 20260-1137
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December 9, 1997

RESPONSE OF POSTAL SERVICE WITNESS NEEDHAM TO
INTERROGATORY OF DAVID B. POPKIN (REDIRECTED FROM THE UNITED
STATES POSTAL SERVICE)

DBP/USPS-101: Refer to your response to subpart I of DBP/USPS-37. [a] It appears that only 46% of those claims [3493 divided by 1603] that were filed have been paid by the Postal Service. [a] What were the reasons that the remaining 54% of the claims were not paid? [b] Provide a revised table showing the addition of the following column, "Total Amount Claimed". [c] With respect to a dollar amount of claims requested, what percentage were paid?

RESPONSE:

a. Reasons for rejection of Registered Mail claims include:

- Addressee acknowledges receipt
- Airline charges - some charges payable
- Article delivered as addressed
- Article delivered on return
- Article received/no exception
- Claim 1000 returned to customer
- Claim canceled per information submitted
- Claim filed after 1 year
- Claim previously paid
- Damage claim filed late
- Delivered on return to sender
- Delivered to authorized agent: business
- Formal letter created
- Inquiry only/original claim sent to Post Office
- Lost personal check/stop pay charges
- Lost securities/reissue charges
- Money order issued: variables
- No cooperation of the addressee
- No cooperation of the mailer
- No damage - customer retrieved article
- No damage without carton damage
- Official 30 day letter - no cooperation
- Official mailing - Not insured
- Properly delivered
- Properly delivered/variable
- Registered uninsured
- Replace postal money order
- Rifled/damaged article not inspected
- Wrapper and carton not examined

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b-c. The Postal Service does not retain data on the amount claimed once the claim has been resolved.

DECLARATION

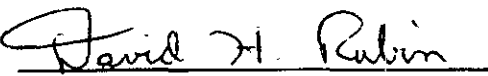
I, Susan W. Needham, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

Susan W Needham

Dated: 12/9/97

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.


David H. Rubin

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